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C. AMENDMENTS TO THE CLAIMS

In order to better assist the Examiner with the prosecution of the case, the current pending claims have been included in their entirety for which reconsideration is requested.

1.   **(Currently Amended)** A method for promoting voice browsing, comprising:

selecting at least one web page from among a plurality of accessible web pages for voice browsing by a particular caller waiting in a hold queue; and

offering said particular caller an incentive ~~for~~ to voice browse ~~browsing~~ said at least one web page, <u>wherein said incentive comprises a value redeemable in a transaction independent of said particular caller waiting in said hold queue.</u>

2.   (Original) The method for promoting voice browsing according to claim 1, further comprising:

responsive to a selection by said caller to voice browse said at least one web page, translating a web script for at least one web page into audio output to said particular caller.

3.   (Original) The method for promoting voice browsing according to claim 1, further comprising:

responsive to voice browsing of said at least one web page, providing said incentive for said particular caller for redemption during said call.

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4.   (Original) The method for promoting voice browsing according to claim 1, further comprising:

responsive to voice browsing of said at least one web page, providing said incentive for said particular caller for storage in a caller profile associated with said particular caller, wherein said particular caller is enabled to redeem said incentive from said caller profile in a future transaction.

5.   (Original) The method for promoting voice browsing according to claim 1, wherein said incentive comprises at least one from among an on hold advancement token, membership points, an electronic discount, and a cash value.

6.   (Original) The method for promoting voice browsing according to claim 1, further comprising:

receiving a call from said particular caller at said hold queue;

authenticating an identity of said caller;

positioning said call in said hold queue;

retrieving a caller profile according to said authenticated identity of said caller; and

selecting said at least one web page from among said plurality of accessible web pages for browsing by said particular caller according to said caller profile.

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7.   (Original) The method for promoting voice browsing according to claim 6, wherein selecting said at least one web page further comprises:

selecting said at least one web page from among said plurality of accessible web pages in view of a selection of said plurality of accessible web pages already accessed by said caller via a web browser.

8.   (Original) The method for promoting voice browsing according to claim 1, wherein selecting at least one web page further comprises:

specifying said at least one web page according to at least one from among a caller profile retrieved for said particular caller, a subject of said call specified by said particular caller, and general web page selections.

9.   (Original) The method for promoting voice browsing according to claim 1, wherein said at least one web page is provided to aid said particular caller in solving a question that is the basis of said call.

10.   (Original) The method for promoting voice browsing according to claim 1, wherein said at least one web page is provided to advertise a product to said particular caller.

11.   (Original) The method for promoting voice browsing according to claim 1, wherein said at least one page provided to advertise a product is received from a third party vendor.

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12.   **(Currently Amended)** A system for promoting voice browsing, comprising:

a call center comprising a hold queue;

means for selecting at least one web page from among a plurality of accessible web pages for voice browsing by a particular caller waiting in said hold queue; and

means for offering said particular caller an incentive ~~for~~ to voice browse ~~browsing~~ said at least one web page, wherein said incentive comprises a value redeemable in a transaction independent of said particular caller waiting in said hold queue.

13.   (Original) The system for promoting voice browsing according to claim 12, further comprising:

means responsive to a selection by said caller to voice browse said at least one web page, for translating a web script for at least one web page into audio output to said particular caller.

14.   (Original) The system for promoting voice browsing according to claim 12, further comprising:

means responsive to voice browsing of said at least one web page, for providing said incentive for said particular caller for redemption during said call.

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15. (Original) The system for promoting voice browsing according to claim 12, further comprising:

means responsive to voice browsing of said at least one web page, for providing said incentive for said particular caller for storage in a caller profile associated with said particular caller, wherein said particular caller is enabled to redeem said incentive from said caller profile in a future transaction.

16. (Original) The system for promoting voice browsing according to claim 12, wherein said incentive comprises at least one from among an on hold advancement token, membership points, an electronic discount, and a cash value.

17. (Original) The system for promoting voice browsing according to claim 12, further comprising:

means for receiving a call from said particular caller at said call center;

means for authenticating an identity of said caller;

means for positioning said call in said hold queue;

means for retrieving a caller profile according to said authenticated identity of said caller; and

means for selecting said at least one web page from among said plurality of accessible web pages for browsing by said particular caller according to said caller profile.

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18. (Original) The system for promoting voice browsing according to claim 17, wherein said means for selecting said at least one web page further comprises:

means for selecting said at least one web page from among said plurality of accessible web pages in view of a selection of said plurality of accessible web pages already accessed by said caller via a web browser.

19. (Original) The system for promoting voice browsing according to claim 12, wherein selecting at least one web page further comprises:

means for specifying said at least one web page according to at least one from among a caller profile retrieved for said particular caller, a subject of said call specified by said particular caller, and general web page selections.

20. (Original) The system for promoting voice browsing according to claim 12, wherein said at least one web page is provided to aid said particular caller in solving a question that is the basis of said call.

21. (Original) The system for promoting voice browsing according to claim 12, wherein said at least one web page is provided to advertise a product to said particular caller.

22. (Original) The system for promoting voice browsing according to claim 12, wherein said at least one page provided to advertise a product is received from a third party vendor.

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23.   **(Currently Amended)** A computer program product for promoting voice browsing, comprising:

a recording medium;

means, recorded on said recording medium, for directing selection of at least one web page from among a plurality of accessible web pages for voice browsing by a particular caller waiting in said hold queue; and

means, recorded on said recording medium, for enabling an offering to said particular caller of an incentive for voice browsing said at least one web page, wherein said incentive comprises a value redeemable in a transaction independent of said particular caller waiting in said hold queue.

24.   (Original) The computer program product for promoting voice browsing according to claim 23, further comprising:

means, recorded on said recording medium, for translating a web script for at least one web page selected by said particular caller into audio output directed to said particular caller.

25.   (Original) The computer program product for promoting voice browsing according to claim 23, further comprising:

responsive to a selection by said caller to voice browse said at least one web page, for providing said incentive for said particular caller for redemption during said call responsive to said particular caller voice browsing said at least one web page.

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26.   (Original) The computer program product for promoting voice browsing according to claim 23, further comprising:

responsive to a selection by said caller to voice browse said at least one web page, for providing said incentive for said particular caller for storage in a caller profile associated with said particular caller, wherein said particular caller is enabled to redeem said incentive from said caller profile in a future transaction.

27.   (Original) The computer program product for promoting voice browsing according to claim 23, further comprising:

means, recorded on said recording medium, for enabling receipt of a call from said particular caller;

means, recorded on said recording medium, for authenticating an identity of said caller;

means, recorded on said recording medium, for controlling positioning of said call in said hold queue;

means, recorded on said recording medium, for initiating retrieval of a caller profile according to said authenticated identity of said caller; and

means, recorded on said recording medium, for selecting said at least one web page from among said plurality of accessible web pages for browsing by said particular caller according to said caller profile.

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28.   (Original) The computer program product for promoting voice browsing according to claim 27, further comprising:

means, recorded on said recording medium, for selecting said at least one web page from among said plurality of accessible web pages in view of a selection of said plurality of accessible web pages already accessed by said caller via a web browser.

29.   (Original) The computer program product for promoting voice browsing according to claim 27, wherein selecting at least one web page further comprises:

means, recorded on said recording medium, for specifying said at least one web page according to at least one from among a caller profile retrieved for said particular caller, a subject of said call specified by said particular caller, and general web page selections.

30.   (Original) A method for specifying voice browsing, comprising:

receiving a call for a caller with an authenticated identity at a hold queue;

accessing a caller profile stored in association with said authenticated identity; and

specifying a voice XML script according to said caller profile, such that voice browsing while waiting in said hold queue is specified for said caller.

31.   (Original) The method for specifying voice browsing according to claim 30, further comprising:

authenticating said identity of said caller at said hold queue.

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32.   (Original) The method for specifying voice browsing according to claim 30, further comprising:

authenticating said identity of said caller at a switching network transferring said call to said hold queue.

33.   (Original) The method for specifying voice browsing according to claim 30, wherein said accessing a caller profile further comprises:

accessing said caller profile from a caller profile server accessible to a plurality of call centers via said network.

34.   (Original) The method for specifying voice browsing according to claim 30, further comprising:

translating said specified voice XML script into audio output for said caller.

35.   (Original) The method for specifying voice browsing according to claim 30, further comprising:

selecting at least one web page from among a plurality of accessible web pages for said caller to voice browse; and

providing an incentive for said caller to voice browse said at least one web page.

36.   (Original) The method for specifying voice browsing according to claim 30, wherein said caller profile comprises a selection of web pages visited by said particular caller.

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37.   (Original) A system for specifying voice browsing, comprising:

a call center comprising a hold queue;

means for receiving a call for a caller with an authenticated identity at said hold queue;

means for accessing a caller profile stored in association with said authenticated identity; and

means for specifying a voice XML script according to said caller profile, such that voice browsing while waiting in said hold queue is specified for said caller.

38.   (Original) The system for specifying voice browsing according to claim 37, further comprising:

means for authenticating said identity of said caller at said hold queue.

39.   (Original) The system for specifying voice browsing according to claim 37, further comprising:

means for authenticating said identity of said caller at a switching network transferring said call to said hold queue.

40.   (Original) The system for specifying voice browsing according to claim 37, wherein said accessing a caller profile further comprises:

means for accessing said caller profile from a caller profile server accessible to a plurality of call centers via said network.

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41.   (Original) The system for specifying voice browsing according to claim 37, further comprising:

means for translating said specified voice XML script into audio output for said caller.

42.   (Original) The system for specifying voice browsing according to claim 37, further comprising:

means for selecting at least one web page from among a plurality of accessible web pages for said caller to voice browse; and

means for providing an incentive for said caller to voice browse said at least one web page.

43.   (Original) The system for specifying voice browsing according to claim 37, wherein said caller profile comprises a selection of web pages visited by said particular caller.

44.   (Original) A computer program product for specifying voice browsing, comprising:

a recording medium;

means, recorded on said recording medium, for receiving a call for a caller with an authenticated identity at a hold queue;

means, recorded on said recording medium, for accessing a caller profile stored in association with said authenticated identity; and

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means, recorded on said recording medium, for specifying a voice XML script according to said caller profile, such that voice browsing while waiting in said hold queue is specified for said caller.

45. (Original) The computer program product for specifying voice browsing according to claim 44, further comprising:

means, recorded on said recording medium, for authenticating said identity of said caller at said hold queue.

46. (Original) The computer program product for specifying voice browsing according to claim 44, further comprising:

means, recorded on said recording medium, for authenticating said identity of said caller at a switching network transferring said call to said hold queue.

47. (Original) The computer program product for specifying voice browsing according to claim 44, wherein said accessing a caller profile further comprises:

means, recorded on said recording medium, for accessing said caller profile from a caller profile server accessible to a plurality of call centers via said network.

48. (Original) The computer program product for specifying voice browsing according to claim 44, further comprising:

means, recorded on said recording medium, for translating said specified voice XML script into audio output for said caller.

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49.   (Original) The computer program product for specifying voice browsing according to claim 44, further comprising:

means, recorded on said recording medium, for selecting at least one web page from among a plurality of accessible web pages for said caller to voice browse; and

means, recorded on said recording medium, for providing an incentive for said caller to voice browse said at least one web page.

50.   (Original) A method for controlling voice browsing, comprising:

receiving a call for a caller with an authenticated identity at a hold queue;

accessing a caller profile stored in association with said authenticated identity, wherein said caller profile indicates at least one web page visited by said caller; and

selecting at least one web page from among a plurality of accessible web pages other than said at least one web page visited by said call for voice browsing by a particular caller waiting in a hold queue.

51.   (Original) The method for controlling voice browsing according to claim 50, further comprising:

offering said caller an incentive to browse at least one web page similar to said at least one web page visited by said caller but offered by an alternate vendor.

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52.   (Original) A system for controlling voice browsing, comprising:

a call center comprising a hold queue;

means for receiving a call for a caller with an authenticated identity at said call center;

means for accessing a caller profile stored in association with said authenticated identity, wherein said caller profile indicates at least one web page visited by said caller; and

means for selecting at least one web page from among a plurality of accessible web pages other than said at least one web page visited by said call for voice browsing by a particular caller waiting in a hold queue.

53.   (Original) The system for controlling voice browsing according to claim 52, further comprising:

means for offering said caller an incentive to browse at least one web page similar to said at least one web page visited by said caller but offered by an alternate vendor.

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54. (Original) A computer program product for controlling voice browsing, comprising:

a recording medium;

means, recorded on said recording medium, for receiving a call for a caller with an authenticated identity at a call center;

means, recorded on said recording medium, for accessing a caller profile stored in association with said authenticated identity, wherein said caller profile indicates at least one web page visited by said caller; and

means, recorded on said recording medium, for selecting at least one web page from among a plurality of accessible web pages other than said at least one web page visited by said call for voice browsing by a particular caller waiting in a hold queue.

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